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Serial No.: Not Yet Assigned) Group Art Unit: Not Yet Assigned
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For: MANAGEMENT INFORMATION) Date: November 13, 2003
PROCESSING METHOD AND
KEYWORD DETERMINATION
METHOD

SUBMISSION OF CLAIM FOR PRIORITY OF NON-ENGLISH LANGUAGE
PROVISIONAL APPLICATION INCLUDING TRANSLATION AND STATEMENT UNDER
37 C.F.R. 1.78(a)(5)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

It is respectfully requested that this application be given the benefit under the provisions of 35 U.S.C. §119(e) of the following provisional patent application. Since the provisional was filed in a language other than English, a translation and statement under 37 C.F.R. 1.78(a)(5) are attached hereto.

<u>Application No.</u>	<u>Country of Origin</u>	<u>Filing Date</u>
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Respectfully submitted,

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TRANSLATOR'S DECLARATION OF ACCURACY

I hereby declare that I am a professional translator of the Japanese and English languages; further that, among other qualifications, I have been accredited by the American Translators Association for Japanese-to-English translation; further that to the best of my knowledge and belief the foregoing is a complete and accurate English-language translation of the attached Japanese-language original; further that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of any application for patent associated herewith or any patent issued thereon.

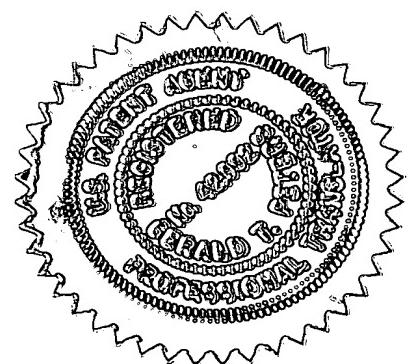
List of translated documents:

The Japanese original at item 1, below, a copy of which is attached hereto, is as received from Masashi Moriwaki of Moriwaki Patent Office via Japanese Postal Service on 18 March 2003. This translation was performed for Masashi Moriwaki of Moriwaki Patent Office under Moriwaki Patent Office Ref. No. P02K0029-US1.

ITEM	DESCRIPTION	NUMBER OF PAGES IN JAPANESE ORIGINAL	NUMBER OF PAGES IN ENGLISH TRANSLATION
1	Literal translation of Japanese-language patent application apparently filed with USPTO to get filing date pursuant to 37 CFR 1.52(d) under Moriwaki Patent Office Ref. No. P02K0029-US1, entitled " <i>Management Information Processing Method and Keyword Determination Method</i> ".	33	59

Executed on 29 March 2003 at the address shown below in the City of Takatsuki, Prefecture of Osaka, Japan.


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[Japanese text header: Reference No. = P02K0029; Page: 1/26]

<NAME OF DOCUMENT>	SPECIFICATION
<TITLE OF INVENTION>	Management Information Processing Method and
Keyword Determination Method	

5

<CLAIMS>

<CLAIM 1> In the context of a management information processing system for [allowing]¹ receiving server(s)² (10) which receive electronic information originating from a plurality of sender(s) (80a, ..., 80n) to select specific information included within the electronic information, create report(s) contain³ comment(s) soliciting action(s) corresponding to the content thereof, and send same to previously established destination(s), a management information processing method comprising

a step(s) wherein electronic information is received by the receiving server(s) (10);

b step(s) wherein sender(s) of the electronic information is or are determined [by the receiving server(s) (10)];

c step(s) wherein number(s) of received [transmissions] deemed to have been received from the same [one or more] of that or those sender(s) is or are determined [by the

¹ *Here and below, material not explicitly contained in Japanese text but conceivably implied thereby is indicated by enclosing same within square editorial brackets []. Material not enclosed in square editorial brackets may be considered to be literally present in the Japanese text. —Tr.*

² *While noun number can sometimes be determined from contextual clues, it should be remembered that the Japanese language does not in general distinguish between singular and plural. Although the translator may make this ambiguity explicit at certain locations through such artifices as "(s)", absent contextual clues to the contrary noun number should be understood to be ambiguous regardless of whether rendered in the singular or plural here. —Tr.*

receiving server(s) (10)];

- d step(s) wherein first priority ranking(s) is or are decided [by the receiving server(s) (10)] based on number(s) [of transmissions] received [from] the sender(s);
- e search step(s) wherein group(s) of keyword(s) previously assigned information-related importance level(s) is or are used in searching [by the receiving server(s) (10)] for keyword(s) contained within information received at the receiving step(s);
- f step(s) wherein second priority ranking(s) is or are decided [by the receiving server(s) (10)] based on importance level(s) assigned to keyword(s) extracted as a result of the search of the received information; [and]
- 10 g step(s) wherein comment(s) is or are created [by the receiving server(s) (10)] based on the first and second priority ranking(s); [and]
- h step(s) wherein report(s) comprising sender(s), number(s) [of transmissions] received, and comment(s) is or are created [by the receiving server(s) (10)].

<CLAIM 2> A management information processing method according to claim 1 characterized in that it is constituted such that, at the aforementioned step(s) e, the group(s) of keyword(s) comprise shared keyword(s) indicating universal item(s) and individual keyword(s) indicating individual item(s), and the comment(s) comprise first comment(s) previously established in correspondence to shared keyword(s) and second comment(s) previously established in correspondence to individual keyword(s).

20 **<CLAIM 3>** A management information processing method according to claim 1 further provided with step(s) wherein a portion of keyword data contained within

³ There would appear to be a minor typographical error at this location in the Japanese text. —Tr.

database(s) in which individual keyword(s) is or are saved is moved to database(s) in which shared keyword(s) is or are saved.

<CLAIM 4> A management information processing method according to
claim 1 characterized in that it is such that, at the aforementioned step(s) e, during [Japanese
5 *text header*: Reference No. = P02K0029; Page: 2/26] verification and/or comparison of
received information and keyword database(s), investigation is first carried out to ascertain
whether keyword(s) which is or are the same as keyword(s) saved in shared database(s) is or
are present in received information, following which investigation is carried out to ascertain
whether keyword(s) which is or are the same as keyword(s) saved in individual keyword
10 database(s) is or are present [therein].

<CLAIM 5> A keyword determination method, being a method for
determining whether received information comprises word(s) which is or are the same as
keyword(s) registered within any of keyword database(s) 32 grouped so as to be numbered
from a 1st through an nth (where n is a natural number), comprising
15 step(s) wherein word(s) making up text contained within received information is or are
sequentially compared with keyword(s) belonging to the keyword database 32 group(s); [and]
step(s) wherein, in the event that there is or are matching word(s), Y flag(s) is or are set
and that or those word(s) is or are saved in extracted keyword database 34, and in the event
that there is no match, N flag(s) is or are set, with nothing being saved to extracted keyword
20 database 34.

<DETAILED DESCRIPTION OF INVENTION>

<0001>

<TECHNICAL FIELD TO WHICH THE INVENTION PERTAINS>

The present invention relates to a management information processing method that sorts through such varied, diverse, and vast amounts of public information as may be obtained through the Internet or the like, screening for selective information with a specific purpose in mind such as [identification of] crisis-related information ([for generation of] 5 warnings) and carries out provision of information such as will benefit a specific party (corporation or the like), and to a keyword determination method capable of being used with such method.

<0002>

<CONVENTIONAL ART>

10 Contained within information capable of being obtained through the [electronic] mail Internet or the like such as the World Wide Web (www) and/or electronic mail and so forth (hereinafter referred to as "Internet information") there is much information that would be useful for corporate management.

<0003>

15 However, where voluminous Internet information is to be read efficiently, it would be desirable to assign priority ranking(s) to information in correspondence to the importance level thereof and to preferentially read the more important information thereamong. This is because notwithstanding that important information may be contained within voluminous information, a delay in the time at which [such information] is read will cause a delay in 20 reaching an appropriate decision, and it could very well be that considerable *[Japanese text header]*: Reference No. = P02K0029; Page: 3/26] damage will occur as a result.

<0004>

As art in which priority ranking(s) is or are assigned to information based on previously established keyword(s) and information of high priority level is selected, there is, for example, [art] such as the following.

<0005>

5 —CONVENTIONAL ART NO. 1—

With the object of providing an electronic mail reception notification system capable of automatically determining priority ranking of and of displaying received [electronic] mail based on keywords established by a recipient, art is disclosed which is related to an electronic mail reception notification system having a data processing device provided with receiving means that receives [electronic] mail, search means that searches to [determine] whether previously registered keywords are contained within received [electronic] mail, calculation means that calculates a total value of weight indices for each received [electronic] mail [item] based on keywords, sorting⁴ means that carries out sorting of received [electronic] mail in order of priority ranking in accordance with total values of weight indices, and having a storage device provided with a keyword storage component that stores keywords and keyword weight indices and an [electronic] mail storage component that saves received [electronic] mail, sorted in order of priority ranking, accepted through⁵ from sort means (See, for example, Patent Reference 1.).

<0006>

20 —CONVENTIONAL ART NO. 2—

⁴ There would appear to be a minor typographical error at this location in the Japanese text. —Tr.

⁵ There would appear to be a minor typographical error at this location in the Japanese text. —Tr.

Or, with the object of providing an information providing device, an information providing method, and a recording medium on which an information providing program is recorded which acquire information required by a user from the WWW and provide [same] to user without any special operation on part of user, art is disclosed which is characterized by provision of means that automatically peruses information scattered about the Web, means that reads designated Web content by way of an external network, means that automatically stores [same] at the interior of an information providing server device, means that carries out extraction/categorization/consolidation of information with respect to the stored Web content based on previously established conditions, and at least one of (1) means that automatically distributes [analyzed] information by way of electronic mail, (2) means that automatically sends [analyzed information] to a plurality of FAX output devices, or (3) means that automatically prints [analyzed information] by way of printer(s) or other such printing devices, based on a previously established destination table wherein analyzed data is previously set (See, for example, Patent Reference 2.).

[Japanese text header: Reference No. = P02K0029; Page: 4/26]

<0007>

<Patent Reference 1>

Japanese Patent Application Publication Kokai No. H10[1998]-
210071 (paragraph 4 through paragraph 11; FIG. 1)

20 <Patent Reference 2>

Japanese Patent Application Publication Kokai No. 2002-99557
(paragraph 5 through paragraph 9; FIG. 2)

<0008>

<PROBLEM TO BE SOLVED BY INVENTION>

One problem in connection with corporate crisis control is that even where there has been access to "facts," such facts have not been put to their full use as management information. In order for a particular fact to become managerially important information, it is only when an appropriate departmental organization (authority) capable of carrying out measures with respect to such fact is apprised thereof in a timely fashion that such fact stands to become managerially important "information." What is more, information must be subjected to stringent selection, with priority ranking(s) being assigned thereto and information of high importance level being categorized [as such].

10 <0009>

Conventional Art No. 1, by virtue of the fact that importance level(s) are determined in correspondence to previously established keywords and [electronic] mail of high importance level is preferentially read, might provide some effectiveness were such system also applied to managerial crisis control or the like.

15 <0010>

However, this system being limited to notification of receipt of electronic mail, it imparts neither comment nor suggestion with respect to immediate adoption of appropriate action. This system, after all, contemplates personal use as its main object, and would appear to be completely devoid of any thought of corporate strategic or like use, such as for
20 managerial crisis control and so forth.

<0011>

Furthermore, the constitution of the keyword storage component, i.e., the way in which importance level is decided, is one-dimensional (See FIG. 5 at Patent Reference 1.), the

assumption being that the destination of output is such that the data processing device receiving means is the recipient doing the receiving. It therefore does not contemplate complex circumstances of use such as is the case where an (unspecified) multiplicity of [electronic] mail [items] are to be sorted in correspondence to importance level, these are to 5 be distributed to a plurality of addresses (prescribed departmental organizations/authorities and/or the like) with instructions appended thereto that appropriate response should be taken, and so forth.

[Japanese text header: Reference No. = P02K0029; Page: 5/26]

<0012>

10 Turning to Conventional Art No. 2, while this is such that an information providing server device peruses the WWW and acquires information, keywords being used as keys for categorizing/abstracting content, which is sent by means of electronic mail, FAX, or the like to prescribed departmental organizations/authorities and/or the like, abstracting as used herein is nothing more than the URL and the leading 100 characters not including reserved words 15 and/or control commands of the information read therein, etc., nothing being imparted thereby in the way of comment such as would immediately solicit appropriate action. That is, the user doing the receiving must first read the leading 100 characters of the content which is listed on the electronic mail, FAX, or the like sent thereto, and where necessary must access the listed URL and confirm the content thereof, following which he or she must determine for 20 himself the action to be taken henceforth.

<0013>

Furthermore, there is the problem that even where the source of information obtained as a result of perusal of the WWW states information which differs from fact, because that URL

will be selected so long as there is a keyword match, such content is sent notwithstanding the fact that the reliability of the information may be low. Moreover, among conventional systems, there has not been a system such as would automatically create comments with respect to keywords and create reports.

5

<0014>

It is an object of the present invention to provide a management information processing method that selects only information such as will benefit a specific user, such as information of high reliability which is useful to corporate management or the like, from among varied, diverse, and vast amounts of electronic information obtainable via the Internet or the like and 10 that gives immediate instruction as to appropriate response, and to a keyword determination method capable of being used with this system.

<0015>

<MEANS FOR SOLVING PROBLEM>

In order to achieve the foregoing object, a management information processing method 15 associated with the present invention, in the context of a system wherein receiving server(s) 10 which receive electronic information originating from a plurality of sender(s) (80a, ..., 80n) select specific information included within the electronic information, create report(s) contain comment(s) soliciting action(s) corresponding to the content thereof, and send same to previously established destination(s), is characterized in that it comprises

20 a step(s) wherein electronic information is received by the receiving server(s) 10;

[Japanese text header: Reference No. = P02K0029; Page: 6/26]

 b step(s) wherein sender(s) of the electronic information is or are determined [by the receiving server(s) 10];

- c step(s) wherein number(s) of received [transmissions] deemed to have been received from the same [one or more] of that or those sender(s) is or are determined [by the receiving server(s) 10];
- d step(s) wherein first priority ranking(s) is or are decided [by the receiving server(s) 10] based on number(s) [of transmissions] received [from] the sender(s);
 - e search step(s) wherein group(s) of keyword(s) previously assigned information-related importance level(s) is or are used in searching [by the receiving server(s) 10] for keyword(s) contained within information received at the receiving step(s);
 - f step(s) wherein second priority ranking(s) is or are decided [by the receiving server(s) 10] based on importance level(s) assigned to keyword(s) extracted as a result of the search of the received information; [and]
 - g step(s) wherein comment(s) is or are created [by the receiving server(s) 10] based on the first and second priority ranking(s); [and]
 - h step(s) wherein report(s) comprising sender(s), number(s) [of transmissions] received, and comment(s) is or are created [by the receiving server(s) 10].

<0016>

Because such management information processing method makes it possible to exclude unwanted information contained within varied, diverse, and vast amounts of electronic information and to efficiently accept important information as well as measures in response thereto, and because information can be efficiently confirmed and reviewed and reported/communicated and so forth, it is possible to avoid managerial opportunity losses due to missed information and/or delays in confirmation of information.

<0017>

In such case, [the method] may be constituted such that, at the aforementioned step(s) e,
the group(s) of keyword(s) comprise shared keyword(s) indicating universal item(s) and
individual keyword(s) indicating individual item(s), and the comment(s) comprise first
comment(s) previously established in correspondence to shared keyword(s) and second
comment(s) previously established in correspondence to individual keyword(s).

5 <0018>

Such division of shared keywords and individual keywords makes it possible to achieve
maintenance/improvement of system quality, and moreover permits achievement of improved
efficiency with respect to time for verification and/or comparison with received information
10 (received data). Moreover, improvement in efficiency with respect to development of
keyword databases is permitted.

<0019>

Furthermore, [such method] may be further provided with step(s) wherein a portion of
keyword data contained within database(s) in which individual [*Japanese text header*]:
15 Reference No. = P02K0029; Page: 7/26] keyword(s) is or are saved is moved to database(s)
in which shared keyword(s) is or are saved.

<0020>

Doing so will make it possible to achieve maintenance/improvement of shared keyword
quality, which will in turn make it possible to achieve maintenance/improvement of system
20 quality.

<0021>

At the aforementioned step(s) e, during verification and/or comparison between
received information and keyword database(s), investigation may be first carried out to

ascertain whether keyword(s) which is or are the same as keyword(s) saved in shared database(s) is or are present in received information, following which investigation may be carried out to ascertain whether keyword(s) which is or are the same as keyword(s) saved in individual keyword database(s) is or are present [therein].

5

<0022>

Doing so will make it possible for verification [and] comparison with important keywords to be carried out more efficiently. Furthermore, dividing database(s) into two types makes it possible to reduce database access time.

<0023>

10 A keyword determination method associated with the present invention is [characterized in that it is] a method for determining whether received information comprises word(s) which is or are the same as keyword(s) registered within any of keyword database(s) 32 grouped so as to be numbered from a 1st through an nth (where n is a natural number), and is characterized in that it comprises step(s) wherein word(s) making up text contained within 15 received information is or are sequentially compared with keyword(s) belonging to the keyword database 32 group(s); [and] step(s) wherein, in the event that there is or are matching word(s), Y flag(s) is or are set and that or those word(s) is or are saved in extracted keyword database 34, and in the event that there is no match, N flag(s) is or are set, with nothing being saved in extracted keyword database 34.

20

<0024>

<EMBODIMENTS OF INVENTION>

Embodiments of the invention are described below.
(Drawing of Overall System)

FIG. 3 (a) shows a block diagram of the entirety of a management information processing system associated with the present invention. This system is housed within receiving server(s) 10 and comprises signal receiving component(s) 20 which receive electronic mail or [Japanese text header: Reference No. = P02K0029; Page: 8/26] other such electronic information, keyword analyzing component(s) 30, priority ranking determination/comment attachment component(s) 40, and report component(s) (output means) 50.

<0025>

Signal receiving component 20, by carrying out discrimination with respect to sender (customer or the like) and determination of number of received [transmissions] and by assigning weight(s) to information, attaches priority ranking A (first priority ranking) pursuant to number of received [transmissions] and outputs priority-ranked electronic information.

<0026>

Keyword analyzing component 30 attaches priority ranking B, extracting keywords contained within electronic information that has passed through the signal receiving component in accordance with previously registered keyword priority ranking B (second priority ranking).

<0027>

Priority ranking determination/comment attachment component 40 carries out final priority ranking of the received signal based on the result of analysis as determined by keyword analyzing component 30 and the result of determination of number of received [transmissions] as detected by the signal receiving component, attaches comment(s)

corresponding to keyword(s) and priority ranking(s), and sends priority ranking(s) and keyword(s) and comment(s) to report component 50.

<0028>

At report component 50, report(s) is or are created based on information sent from
5 comment attachment component 40, report(s) respectively suitable for top management,
customers, and/or other such previously established destination(s) being created and
dispatched thereto. Note that as used in the present specification, report component is used in
a broad sense to include terminals or the like for display of results of creation of reports
and/or other such output means.

10 <0029>

Described in detail below for each block are the constitution thereof and the flow of
processing thereat.

<0030>

(Signal Receiving Component)

15 Signal receiving component 20 receives electronic mail or other such electronic
information, determines whether such electronic information is information which should be
received, and also determines whether or not electronic information is from a known sender
or a new sender. Moreover, assignment of importance level is carried out for known senders.

Exemplary configurations for the signal receiving component are described below.

20 [Japanese text header: Reference No. = P02K0029; Page: 9/26]

<0031>

FIG. 4 is a block diagram showing the interior of signal receiving component 20. In the
present example, the signal receiving component is of three-stage constitution, comprising

virus checking component(s) 21, sender determining component(s) 22 and number of received [transmissions] determining component(s) 23, and priority ranking determining component(s) (first priority ranking) 24 and database(s) 25.

<0032>

5 Electronic information sent from a www browser, electronic mail, and/or the like is first sent to virus checking component 21, where investigation is carried out to determine whether it does not contain computer virus(es). [Electronic] mail or the like which does contain computer virus(es) is either deleted or the virus(es) are removed therefrom.

<0033>

10 Note that while virus checking component 21 need not be present, in light of the fact that it permits before-the-fact prevention of system failure and the like, provision thereof especially at the front stage of the signal receiving component is preferred.

<0034>

15 Electronic information which has passed through virus checking component 21 and has been confirmed to be safe is sent to sender determining component 22 and number of received [transmissions] determining component 23. At sender determining component 22, sender information included within received information is used to identify sender name(s). More specifically, for example where the source of the electronic information is electronic mail, the sender may be identified by investigating [to determine] the domain name and so forth of the sender's electronic mail address.

<0035>

Sender determining component 22 categorizes the sender of the received information based on information from sender database(s) 22a which is categorized according to maximum weight⁶, and attaches first priority information [unit] (P2-2A).

<0036>

- 5 Importance level is such that [data] within sender database 22a is for example categorized after the fashion of [division into] a most important (MI) group, an important (I) group, and an others (N) group, scores being assigned to the respective groups (e.g., MI = 8, I = 4, N = 1). The [number of] groups is not limited to three, there being no objection to more finely dividing [this] such that [it] is subdivided four or more ways.

10 [Japanese text header: Reference No. = P02K0029; Page: 10/26]

<0037>

- Number of received [transmissions] determining component 23, on the other hand, determines frequency or frequencies with which [transmissions] have been received in accordance with determinative criteria from guideline(s) for determining number of received
 15 [transmissions] 23a which are categorized by frequency with which [transmissions are] received, carrying out assignment of priority ranking (assignment of weight) so as to give preference to [information from senders whose information is received] more frequently, and outputs second priority information [unit] (P2-2B) which is sent to the next stage (priority ranking determining component 24 and database 25).

20 <0038>

⁶ There would appear to be a typographical error at this location in the Japanese text. —Tr.

For example, determinative criteria may be prepared such that 10 or more [received transmissions] per day is most important (MI), 10 or more [received transmissions] per week is important (I), and anything less than that is normal (N).

<0039>

5 Input at priority ranking determining component 24 are electronic information which has passed through sender determining component 22, and first and second priority information [units] (P2-2A, P2-2B) which have been output from sender determining component 22 and number of received [transmissions] determining component 23, and output therefrom is priority-A-ranked (first-priority-ranked) electronic information. The results of
10 that output are sent to keyword analyzing component 30 which represents the next stage.

<0040>

Furthermore, it is desirable that a database 25, capable of saving [data] such that it is categorized by priority ranking, be provided and that first and second priority information [units] (P2-2A, P2-2B), obtained from sender determining component 22 and number of received [transmissions] determining component 23, be saved therein.
15

<0041>

While database 25 need not be present, [the reason it is desirable is] because providing a database 25 permits effective utilization of priority rank information saved to database 25 at later stage(s) (keyword analyzing component 30 and/or the like) or at other systems by the
20 like.

<0042>

(Keyword Analyzing Component)

FIG. 5 is a block diagram showing the interior of keyword analyzing component 30. The keyword analyzing component comprises keyword determining component(s) 31, keyword database(s) 32, keyword designating system(s) 33, and extracted keyword database(s) 34.

5 <0043>

Keyword database 32 is provided with storage device(s) (memory) that store previously prepared keywords organized according to priority ranking. Furthermore, keyword designating system [*Japanese text header*: Reference No. = P02K0029; Page: 11/26] 33 is provided with the ability to designate keywords, categorized according to topic and according 10 to purpose, as keyword database group(s) to be selected in advance by keyword database 32 depending on sender and sent content. Extracted keyword database 34 is provided with storage device(s) (memory or the like) that store keywords extracted from received signals.

<0044>

Note that keyword database(s) are such that priority ranking [is assigned] at the group 15 [level], there being no priority ranking within the same group(s). This is not because priority ranking is assigned with the object of efficiency (time) with respect to searching of keywords from received information in mind, but because it is for extracting keywords having important content from received information. With respect to this point, [the present embodiment] is different from the constitution of the keyword database at Patent Reference 2, 20 which arranges priority ranking into different categories in order to reduce keyword search time.

<0045>

Priority-ranked (A) electronic information output from the previous stage represented by signal receiving component 20 is first input at keyword determining component 31. Here, keyword extraction, comparison, determination, and/or the like take(s) place. More specifically, keyword extraction is carried out with respect to the received signal, comparison is made with previously prepared keywords, and determination is performed to see whether identical keyword(s) are present.

<0046>

The keyword determination process is such that operations wherein received electronic information is first separated into individual words, keywords contained with electronic information are extracted as a result of comparison between respective words so separated and keywords registered in respective keyword groups, and results of extraction are saved in extracted keyword database 34 are sequentially carried out in repetitive fashion.

<0047>

FIG. 6 is a drawing showing an example of a flowchart of a method (program) for executing a keyword determination system. Received information is first compared with keyword a1 in most important keyword group P1 at keyword database 32 which is categorized according to priority ranking.

<0048>

At this time, if there is or are matching word(s) then the Y(P1, a1) flag (Flag)⁷ is set, but if no matching word exists then the N(P1, a1) flag is set. In addition, [Japanese text

⁷ Repetition made necessary as artifact of requirement that translation be literal, due to fact that Japanese text supplies English terminology in parentheses. —Tr.

header: Reference No. = P02K0029; Page: 12/26] after setting the Y or N flag, received information is sent to the next step.

<0049>

When the Y flag is set, that or those word(s) is or are saved to extracted keyword
5 database 34; when the N flag is set, [that or those word(s)] is or are not saved.

<0050>

The keyword determination process of the present system is thus characterized by determination of presence or absence of specific keyword(s) which has or have been previously registered from among unspecified text, without employment of an approach
10 which is such that [processing] proceeds to the next [step] only when there is a yes at a yes/no determination. For this reason, all words must be checked.

<0051>

At the respective steps in the flow at FIG. 6, in the event that the corresponding keyword(s) is or are contained within received information, by respectively setting flag(s)
15 corresponding to that are those keyword(s) and saving this or these in database(s), postprocessing such as that wherein only specific keyword(s) for which flag(s) is or are set is or are collected is made possible.

<0052>

In the example shown at FIG. 6, because word(s) contained in received information and
20 keyword a1 at P1 match, the Y(P1, a1) flag is set and that or those word(s) is or are saved to extracted keyword database 34.

<0053>

Received information sent to the next step is compared with the next keyword a₂ and if there is a match then the Y flag is set but if there is no match then the N flag is set, following which the received information is sent to the next step. In the example shown at FIG. 6, because word(s) contained in received information do not match keyword a₂ at keyword P₁, 5 the N(P₁, a₂) flag is set and [the received information] is sent to the next step without [that or those word(s)] being saved to extracted keyword database 34.

<0054>

In this way, received information is sequentially sent to subsequent step(s), [where it] is compared with the Nth [or] last keyword a_N of the most preferred keyword group. Moreover, 10 if there is or are matching word(s), then Y(P₂, a_N) is set as flag and [that or those word(s)] is or are saved to extracted keyword database 34. If no matching word exists, then the N(P₂, a_N) flag is set [*Japanese text header: Reference No. = P02K0029; Page: 13/26*] and received information is sent to the next step, with nothing being saved to extracted keyword database 34.

15 <0055>

At the next step(s), a similar routine is carried out with respect to preferred keyword group P₂. That is, received information is first compared with keyword b₁ in preferred keyword group P₂. At this time, if there is or are matching word(s) then the Y(P₂, b₁) flag is set, but if no matching word exists then the N(P₂, b₁) flag is set. In addition, after setting the 20 Y or N flag, received information is sent to the next step.

<0056>

When the Y flag is set, that or those word(s) is or are saved to extracted keyword database 34; when the N flag is set, [that or those word(s)] is or are not saved.

<0057>

Received information sent to the next step is compared with the next keyword b_2 , and, if there is a match then Y is used, but if there is no match then N is used as flag, and the received information is sent to the next step.

5

<0058>

In this way, received information is sequentially sent to subsequent step(s), [where it] is compared with the N th [or] last keyword b_N of the preferred keyword group. Moreover, if there is or are matching word(s), then $Y(P_2, b_N)$ is set as flag and [that or those word(s)] is or are saved to extracted keyword database 34. If no matching word exists, then the $N(P_2, b_N)$ flag is set and received information is sent to the next step, with nothing being saved to extracted keyword database 34.

10

<0059>

At the next step(s), a similar routine is carried out with respect to normal keyword group P_3 . That is, received information is first compared with keyword c_1 in normal keyword group P_3 . At this time, if there is or are matching word(s) then the $Y(P_3, c_1)$ flag is set, but if no matching word exists then the $N(P_3, c_1)$ flag is set. In addition, after setting the Y or N flag, received information is sent to the next step.

15

<0060>

When the Y flag is set, that or those word(s) is or are saved to extracted keyword database [*Japanese text header*: Reference No. = P02K0029; Page: 14/26] 34; when the N flag is set, [that or those word(s)] is or are not saved.

20

<0061>

Received information sent to the next step is compared with the next keyword c2, and, if there is a match then Y is used, but if there is no match then N is used as flag, and the received information is sent to the next step.

<0062>

5 In this way, received information is sequentially sent to subsequent step(s), [where it] is compared with the Nth [or] last keyword c_N of the normal keyword group. Moreover, if there is or are matching word(s), then $Y(P3, c_N)$ is set as flag and [that or those word(s)] is or are saved to extracted keyword database 34. If no matching word exists, then the $N(P3, c_N)$ flag is set and received information is sent to the next step, with nothing being saved to extracted
10 keyword database 34.

<0063>

At the next step(s), a similar routine is carried out with respect to reference keyword group P4. That is, received information is first compared with keyword d1 in reference keyword group P4. At this time, if there is or are matching word(s) then the $Y(P4, d1)$ flag is set, but if no matching word exists then the $N(P4, d1)$ flag is set. In addition, after setting the
15 Y or N flag, received information is sent to the next step.

<0064>

When the Y flag is set, that or those word(s) is or are saved to extracted keyword database 34; when the N flag is set, [that or those word(s)] is or are not saved.

20 <0065>

Received information sent to the next step is compared with the next keyword d2, and, if there is a match then Y is used, but if there is no match then N is used as flag, and the received information is sent to the next step.

<0066>

In this way, received information is sequentially sent to subsequent step(s), [where it] is compared with the Nth [or] last keyword d_N of the reference keyword group. Moreover, if there is or are matching word(s), then $Y(P1, d_N)$ is set as flag and [that or those word(s)] is or are saved to extracted keyword database 34. If no matching word exists, then the $N(P4, d_N)$ flag is set and [processing] terminates, with nothing being saved to extracted keyword database 34.

5

[Japanese text header: Reference No. = P02K0029; Page: 15/26]

<0067>

10 In this way, keywords are extracted from received information, the keywords being categorized according to priority ranking B (second priority ranking). Note that while this flow is such that [processing] starts with P1, all [steps] need not necessarily be executed (i.e., [execution need not be performed all the way to the] final P_n). With respect to whether to carry out determination of priority ranking to what degree, various situations can be imagined
15 depending on the intentions of the person(s) (managerial staff or the like) using the present system.

<0068>

(Overall Ranking Determination Comment Component)

Comment attachment component 40 at FIG. 3 (a) decides final priority ranking
20 [according to] priority ranking of keyword(s) [found as a result of] search for [keywords present in] extracted keyword database 34 (34a and/or 34b) [produced as a result of] extraction by keyword analyzing component 30, while also taking into consideration priority-

ranked information [produced as a result of] search of received information for [keywords present in] database 25 of signal receiving component 20.

<0069>

FIG. 7 (the portion thereof indicated by the broken line), being a drawing showing an example of a block diagram showing the interior of priority ranking determination/comment attachment component 40, is a block diagram showing a calculation method [incorporating] keyword preferred group B and reflecting information concerning priority ranking A based on number of received [transmissions], and comprises calculating component(s) 41a through 41c and sorting component 42.

<0070>

Imagine an assignment of weights for priority ranking (A) which is based on number of received [transmissions] such that

Most important (MI)	8
Important (I)	4
Other (N)	1

and an assignment of weights for keyword priority ranking (B) which is such that

Most preferred group (P1)	30
Preferred group (P2)	6
Others group (P3)	2

<0071>

By calculating (A) x (B),

[Japanese text header: Reference No. = P02K0029; Page: 16/26]

$$P1 \times MI = 240, \quad P1 \times I = 120, \quad P1 \times N = 30,$$

$$P2 \times MI = 48, \quad P2 \times I = 24, \quad P2 \times N = 6,$$

$$P3 \times MI = 16, \quad P3 \times I = 8, \quad P3 \times N = 2,$$

may be calculated.

<0072>

5 Results of calculation may be listed as 240, 120, (48), 30, 24, (16), (8), 6, and 2.

Priority ranking is such that final priority ranking (overall ranking) for the situation where number of received [transmissions] is extremely high (48, above) is greater than that for the situation where the keyword [belongs to the] most preferred group but the number of received [transmissions] is extremely low (30, above).

10 <0073>

By thus optimizing assignment of weights for respective groups, it is possible to cause the intentions of [the operator(s) of] the present system to be reflected thereby.

<0074>

Furthermore, comments should be prepared in correspondence to results of calculation;
15 e.g., sample comments such as

(1) 240: Highest-level danger signal; requires immediate response (item for [review by] president).

(2) 120: Danger signal; requires immediate response (item for [review by] president).

20 (3) 48: Danger signal; requires immediate response. Customer dissatisfaction [level] is extremely high (item for [review by] responsible sales executive).

(4) 30: Danger signal; requires immediate response (item for response by senior managing director).

(5) 24: High probability of developing into danger signal; requires prompt response (item for [review by] head of sales headquarters).

and the like are imaginable.

<0075>

5 Furthermore, comments corresponding to priority ranking, keyword content, number of received [transmissions], and/or the like are prepared in advance, these comments being sent, ordered so as to be grouped by overall ranking, to report component 50, which is [described] next. Comment(s) based on score are first created, importance of received information being conveyed in direct fashion, with the keyword(s) themselves and comment(s) appropriate to
10 those keyword(s) being included in the report thereafter.

<0076>

[Japanese text header: Reference No. = P02K0029; Page: 17/26]

(Report Component)

Report component 50 organizes into report format 1) priority ranking(s), 2) keyword(s),
15 3) number(s) of received [transmissions], and 4) comment(s) in received information acquired from comment attachment component 40, organizing same into form(s) respectively suitable for previously established destination(s), e.g., top management, executive staff, and customers, and automatically sending that which is to be sent thereto. Prior to automatic sending, content of automatically created reports may be confirmed, and in addition,
20 comment(s) from experts or the like may be attached.

<0077>

<Working Examples>

An exemplary management information processing method employing the system described above is described below.

(First Working Example)

Corporations presently receive [communications expressing] dissatisfaction, requests
5 for improvement, and other such complaint-type information in connection with products.
Corporations treat such information as crisis control information and each day sees them
preoccupied with business activities in response thereto.

<0078>

What most corporations actually do is to establish a customer support center or other
10 such contact point, communicate with the different departments responsible depending upon
content [of the complaint or the like], and respond individually to complaints/desires/etc. in
connection with respective products.

<0079>

However, the number of products being voluminous, it is extremely difficult to
15 constantly acquire and act [based on] appropriate crisis control information amidst
circumstances [marked by] ongoing globalization of the marketplace. Even where the
information and the measures to be adopted in response thereto are themselves
straightforward, there are many cases in which a delay in response of even one day will result
in loss of a great deal of money to the corporation in question.

20 <0080>

Imagine, for example, that the initial lot of a new product manufactured by a certain manufacturer (manufacturer)⁸ contains a serious life-threatening defect and that those products have unfortunately been distributed on the market. Before actual occurrence of harm or while the number of instances of harm is still small [as is the case at the] initial stage, the 5 manufacturer would like to immediately recall the product or adopt other such measures as will limit expansion of harm.

[Japanese text header: Reference No. = P02K0029; Page: 18/26]

<0081>

A prompt response is only to be expected from the standpoint of humanitarianism, and 10 [the speed with which the corporation responds] may very well affect the continued existence of the corporation itself for a long time to come, [in terms of issues related to] corporate image, loss of credibility, claims for damages arising under product liability law (PL law) or the like, and so forth.

<0082>

15 Or, where a software bug is discovered in a new product, there are occasionally cases where operating losses arising due to the response thereto reach several tens of billions of yen per year. In such a case is well, it is to be imagined that if the bug could have been discovered and measures adopted in response thereto earlier, the damage might have been much, much smaller.

20 <0083>

⁸ Repetition made necessary as artifact of requirement that translation be literal, due to fact that Japanese text supplies English terminology in parentheses. —Tr.

Or imagine that at a certain time a certain product is extremely well received, so that there a shortage of supply occurs on the market. Or, a similar situation would occur where information is received that a large-volume customer may purchase a large quantity of that product. In these⁹ situations, unless that information is quickly obtained and a response thereto is promptly adopted, it may very well be that the opportunity to sell the hit product will be lost.

<0084>

On the other hand, varied and diverse information discussing that product originating from customers, media organizations, consumer groups, and the like is dispersed on the market by way of various media such as television, radio, periodicals, the Internet, and so forth.

<0085>

In particular, because various electronic information presently flies back and forth instantaneously by way of the Internet, corporations obtain voluminous amounts of varied and diverse electronic information. Moreover, contained within such information there is sometimes content representing crisis control information or other such management information which the corporation that manufactured that product should be constantly trying to acquire.

<0086>

FIG. 1 is a drawing showing a working example of a management information processing method associated with the present invention. Furthermore, FIG. 2 is a drawing

⁹ There would appear to be a minor typographical error at this location in the Japanese text. —Tr.

showing processing steps in a management information processing method associated with the present invention. When Corporation A and Corporation B distribute product(s) on a market, within that market various [types of] information (performance evaluations, pricing information, complaints regarding quality defects or the like, shortage of supply, and so forth
5 [Japanese text header: Reference No. = P02K0029; Page: 19/26]) with respect to that or those product(s) take the form of electronic information and are dispersed by way of electrical communication lines belonging to the Internet or the like. Such information [is propagated] without regard to content, importance level, or the like, the valuable being mixed in with the worthless. Because it is after all the person receiving that information who
10 determines what is important, even where the information is the same, the way in which [such information] is received and the response with respect thereto will be different for different recipients.

<0087>

At FIG. 1, receiving server 10 is connected to an electrical communication line belonging to the Internet or the like. Varied, diverse, and vast amounts of electronic information of the nature of product evaluations, complaints regarding quality defects or the like, pricing information, and shortages of supply is sent from terminal device(s) 80 (80a, ..., 80n) located on the market to receiving server 10 by way of the Internet, and the server receives same (step a).
15
20

<0088>

Note that it may also be the case that information originating from information terminal 80 is saved at an information server 90 or the like. Receiving server 10 may proactively access information server 90 to receive electronic information therefrom.

<0089>

Extremely important in determining the importance level of information is the question of wherever the source is from. In this sense, analysis of source (sender information, etc., in the case of electronic mail) is important.

5

<0090>

Whether or not the electronic information is from a known sender or a new sender is therefore determined at signal receiving component 20. More specifically, for example where the source of the electronic information is electronic mail, the sender is determined (identified) by investigating [to determine] the domain name and so forth of the sender's electronic mail address.

10

<0091>

Receiving server 10 determines sender by comparing [sender information] with previously registered sender information from received electronic information (step b). Next, the number of [transmissions] received from the same sender is determined (step c), and priority ranking of the sender is determined based on the results thereof (step d).

15

<0092>

[Japanese text header: Reference No. = P02K0029; Page: 20/26]

20

In this way, electronic information which has passed through signal receiving component 20 and which is in a state such that it is ranked according to priority ranking A (first priority ranking) is sent to keyword analyzing component 30 which represents the next stage.

<0093>

At keyword analyzing component 30, keyword search is performed, [during which] extraction of previously registered keyword(s) from electronic information content is carried out (step e). Based on the results of search results, priority ranking (second priority ranking) is carried out in correspondence to importance level(s) of extracted keywords (step f).

5 <0094>

Keywords are such that keywords and priority ranking(s) are decided at the corporation as [part of] corporate strategy for each product, such as by making subject matter involving human lives (fires, accidents resulting in injury or death, etc.) most preferred P1, making antisocial subject matter (pollution-related [issues], disinformation, etc.) preferred P2, normal P3, reference Pn (e.g., n = 4), and so forth, [these being] registered in advance at a server.

10

<0095>

FIG. 3 (b) shows a keyword composition table indicating an example of keyword priority ranking B (second priority ranking). Keywords are saved such that they are categorized not only according to importance level, but also such that they are categorized as being shared keywords indicating universal content or individual keywords indicating individual content. As [indicated] at this table, keyword database(s) is or are such that [keywords] are previously registered (saved) therein, being categorized into the four [groups represented by] most preferred keyword group P1 and preferred keyword group P2 and normal keyword group P3 and others keyword group Pn (n = 4). Note that n may be increased and the number of categories increased.

15

20

<0096>

In addition, most preferred keywords (a_1, a_2, \dots, a_N) are saved in most preferred keyword group P1, preferred keywords (b_1, b_2, \dots, b_N) are saved in preferred keyword group P2,

normal keywords (c_1, c_2, \dots, c_N) are saved in normal keyword group P3, and reference keywords (d_1, d_2, \dots, d_N) are saved in reference keyword group Pn.

<0097>

P1 through Pn are respectively assigned scores, these being for example such that P1 = 5, P2 = 6, P3 = 2, and Pn = 1.

[Japanese text header: Reference No. = P02K0029; Page: 21/26]

<0098>

Keywords are categorized by distinguishing between shared items indicating universal content and individual, specific items. Here, the advantages of dividing keywords into shared 10 keywords and individual keywords is as follows.

<0099>

(1) Maintenance/Improvement of System Quality

The present system can accommodate crisis control, information control, and information analysis in the context of corporate, administrative, [or] any other situation. 15 Looking at this from a different point of view, determinative criteria are [adopted] for information such that whereas [shared keywords] are assembled such that keywords of comparatively high universality such as, at a minimum, those involving social justice, social rules, social truisms, and so forth form the basis or bases for determinative criteria, individual keywords are assembled such that keywords having determinative criteria which take into 20 consideration corporate, administrative, or other such private circumstances form the basis or bases for determinative criteria.

<0100>

Furthermore, keywords at the individual keyword database which have become higher in universality may be converted to shared keywords, permitting fuller utilization of shared keywords to be achieved. By thus preparing two types of keyword groups it is possible to achieve maintenance/improvement of quality of keywords, which represent(s) a most

5 important component of the system.

<0101>

(2) Improved Efficiency with Respect to Time for Verification/Comparison with Received Information

When verifying and/or comparing received electronic information and keyword

10 database(s), by first carrying out verification and/or comparison time¹⁰ for presence of keyword(s) [between] received information and shared database(s), and having carried out a basic keyword check in a short period of time, by thereafter carrying out verification [and] comparison for presence of keyword(s) [between] received information and individual database(s), it is possible to increase efficiency of verification [and] comparison with

15 important keywords. Furthermore, dividing database(s) into two types in this way also makes it possible to reduce access times with respect to database(s).

<0102>

(3) Improved Efficiency of Keyword Database Development

By dividing keyword databases into two types, great savings can be realized in

20 development man-hours and maintenance man-hours, [since] once a keyword database has

¹⁰ There would appear to be a minor typographical error at this and surrounding locations in the Japanese text. —Tr.

been developed there will thereafter be no revisions thereto, or where [Japanese text header:
Reference No. = P02K0029; Page: 22/26] there are revisions, they will be only partial
revisions. Accordingly, there is the advantage that the user of the system need only consider
the man-hours for development and maintenance of the individual keyword database.

5

<0103>

[Returning to description of the present working example,] the present system next
calculates overall priority ranking in accordance with sender and keyword priority ranking,
and creates comments (step g). Such comments may be registered in advance or may be
created automatically from keywords or the like. But in any event it is preferred that [such
comments] contain instructions such as will lead to immediate actions. In addition, receiving
10 server 10 creates report(s) from comment(s) and delivers instructions to appropriate corporate
server 10 creates report(s) from comment(s) and delivers instructions to appropriate corporate
departmental organizations/authorities and/or the like.

<0104>

Receiving server 10 receives varied, diverse, and vast amounts of information through
15 the Internet or other such electrical communication line(s), selects only necessary information
based on previously established sender information and/or keyword information, and
dispatches previously prepared comment(s) as well as report(s) to the proper corporate
departmental organizations/authorities (step h).

<0105>

20 Note that even where comments are themselves extremely simple, a comment soliciting
an action representing an immediate response is extremely significant from a managerial
standpoint. In this regard, comment content should be such as to as much as possible lead to

specific action. More specifically, comments may be of the sort such as "Delay in response of one day or more will result in a loss of 1 billion yen/month. Please respond immediately."

<0106>

In this way, all electronic information from the market is acquired by the single contact point represented by receiving server 10, and respective corporate departmental organizations and the like can promptly acquire comments indicating information necessary for management within the scope of operations of the departmental organization in question as well as measures in response thereto.

<0107>

The [entity] which manages this server enters into a contract with the corporation or the like which wishes to receive provision of information. The server becomes the contact point for electronic information, and acquires varied, diverse, and vast amounts of electronic information. A usage method might be imagined in which priority ranking is assigned to received information in correspondence to received content, and report(s) containing comment(s) corresponding [Japanese text header: Reference No. = P02K0029; Page: 23/26] to that content is or are created and is or are dispatched to a corporation or the like.

<0108>

For example, where defective product ([such as could] cause fires, food products wherein contaminants have been mixed, etc., etc.) has been discovered for a particular product on sale during a specific period in a specific region, in interest of adopting measures for preventing occurrence of like events, report(s) would be received to which there are attached comment(s) [urging] that manufacture and sale be stopped until the cause can be identified or [urging] adoption of other such measures.

<0109>

Note that whereas Corporation A and B [have been] presented as examples of manufacturing industry [entities], [the present invention] is not limited thereto, the financial industry, the insurance industry, and other such service industries, as well as all other types of
5 industry being included therein.

<0110>

By thus applying a method associated with the present invention to corporate managerial or other such crisis control [situations], assignment of priority ranking(s) in correspondence to importance level(s) to necessary information [garnered] from Internet
10 information, electronic mail, and/or other such electronic information makes it possible for information to be obtained efficiently without [the need to] read unwanted information and makes it possible for appropriate comments to be imparted thereto in correspondence to importance level(s) of information so as to permit necessary managerial action to be promptly executed.
15

<0111>

In accordance with a method associated with the present invention, after establishing system settings, all receiving, comparison, analysis, and reporting is all carried out automatically, the system operating in self-sufficient fashion. The series of operations is therefore carried out automatically without [the need for] any special procedure on the part of
20 the user, permitting attachment and sending of comments representing new information as result [of] operations.

<0112>

A user of the present system makes use of the system which [appears to that user as a] black box, so to speak, permitting constant monitoring of customer wishes and complaints and permitting salient points within content to be grasped and proposals [urging] appropriate action to be immediately obtained. In other words, the user will now have "an electronic
5 watchman (e-Secretary)," so to speak.

<0113>

Moreover, whereas a method for setting perusal frequency level, evaluation level, a priority level calculation method, and so forth are central to the method of Patent Reference 2, in light of the fact that in a method in accordance with the present invention perusal level is
10 [Japanese text header: Reference No. = P02K0029; Page: 24/26] not set but is automatically calculated—and importance level of received information is determined—based on number of received [transmissions] of electronic information, following which search [for] keywords contained within content (content)¹¹ is carried out, the technical idea thereof is different.

<0114>

15 Furthermore, whereas priority level in the method of same reference is calculated from perusal level and evaluation level, in the present invention priority level is an item to be "previously established" based on certain evaluative criteria such as managerial judgment or the like, and is not obtained in after-the-fact fashion through "calculation."

<0115>

20 (Second Working Example)

¹¹ Repetition made necessary as artifact of requirement that translation be literal, due to fact that Japanese text supplies English terminology in parentheses. -Tr.

The receiving system described above may also be applied to a crime-prevention system for [use by] police, a security company, or the like. By at the first working example replacing the corporation with police and/or a security company, replacing consumers in the marketplace with citizens or the like, replacing product complaints and opinions received by corporations with provision of information or grievances and/or wishes received by police or the like from citizens or the like, and appropriately establishing keywords, the receiving server may [be made to] carry out analysis of content from such electronic information and to send to police or the like appropriate instructions (comment-carrying information) such as will permit increased effectiveness with respect to improvement of response and/or crime prevention.

<0116>

(Third Working Example)

The information receiving system described above may also be applied to a system for facilitating policy decisions or the like by a government agency or the like. For example, the government agency might register keywords in connection with particular decisions, policies, and/or the like at a database of a receiving server in advance, permitting electronic information containing opinions and so forth received from the citizenry or the like to be analyzed for keywords and the response from citizens during a particular period (short-term period) to be confirmed.

<0117>

<BENEFIT OF INVENTION>

What is in accordance with management information processing associated with the present invention permits provision of a management information processing system that

selects only information such as will benefit a specific user, such as information of high reliability which is useful to corporate or like management or the like, from among varied, diverse, and vast amounts of electronic information obtainable by way of electrical communication lines belonging to the Internet or the like and that gives immediate instruction 5 as to appropriate response.

[Japanese text header: Reference No. = P02K0029; Page: 25/26]

<BRIEF DESCRIPTION OF DRAWINGS>

<FIG. 1>

FIG. 1 is a drawing showing a working example of a management information processing method associated with the present invention. 10

<FIG. 2>

FIG. 2 is a drawing showing processing steps in a management information processing method associated with the present invention.

<FIG. 3>

(a) shows a block diagram of the entirety of a system capable of being used with a management information processing device associated with the present invention. (b) shows a keyword composition table indicating an example of keyword priority ranking B (second priority ranking). 15

<FIG. 4>

FIG. 4 is a block diagram showing the interior of signal receiving component 20. 20

<FIG. 5>

FIG. 5 is a block diagram showing the interior of keyword analyzing component 30.

<FIG. 6>

FIG. 6 is a drawing showing an example of a flowchart of a program for executing a keyword determination system.

<FIG. 7>

FIG. 7 (the portion thereof indicated by the broken line) is a drawing showing an example of a block diagram showing the interior of priority ranking determination/comment attachment component 40.

<DESCRIPTION OF REFERENCE NUMERALS>

- 10 Receiving server
- 20 Signal receiving component
- 10 21 Virus checking component
- 22 Sender determining component
- 23 Number of received [transmissions] determining component
- 24 Priority ranking determining component (first priority ranking)
- 25 Database
- 15 30 Keyword analyzing component
- 31 Keyword determining component

[Japanese text header: Reference No. = P02K0029; Page: 26/26]

- 32 Keyword database
- 33 Keyword designating system
- 20 34 Extracted keyword database
- 40 Priority ranking determination/comment attachment component
- 41a - 41c Calculating component(s)
- 42 Sorting component

50 Report component (output means)

60 Internet

80a - 80n Terminal device(s)

90 Information server

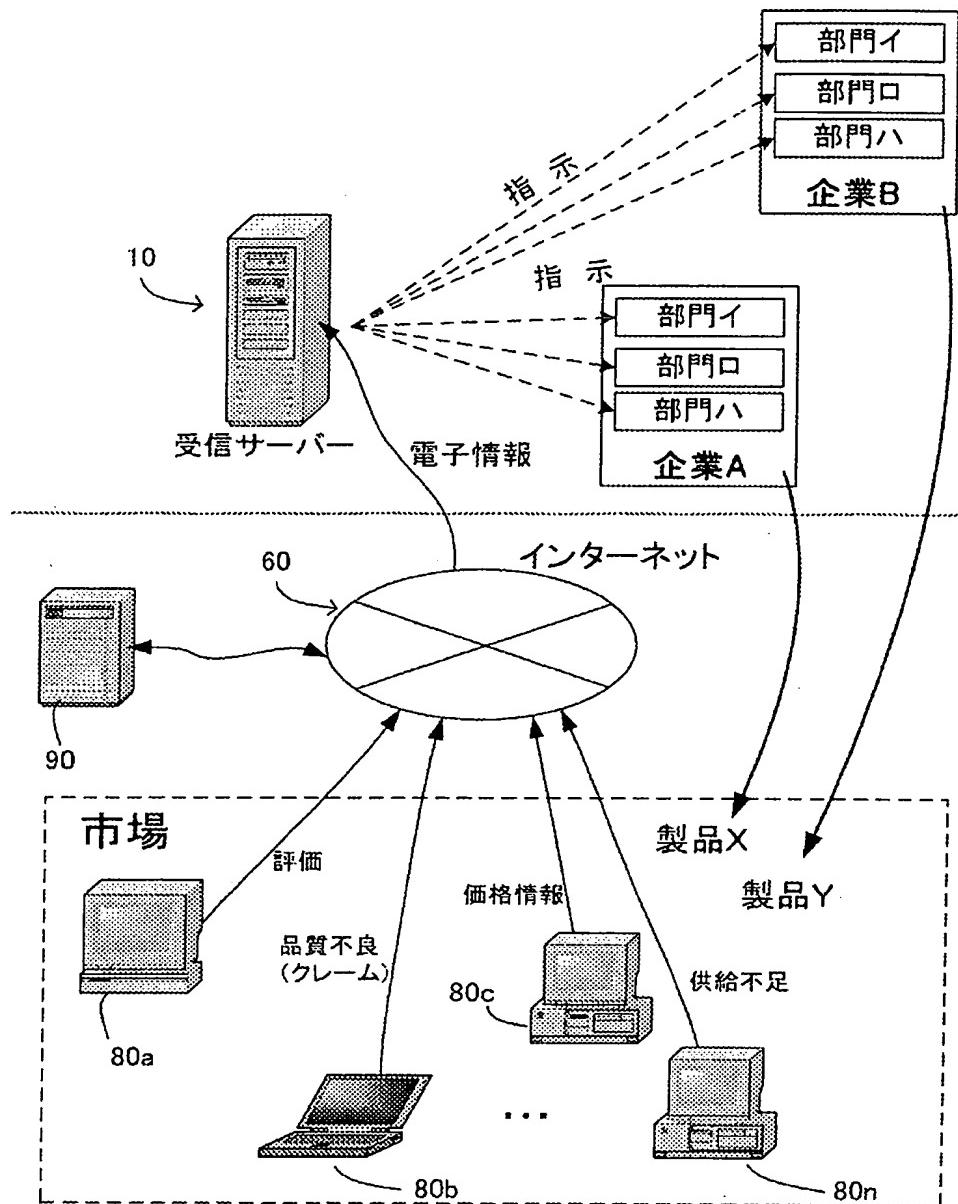
[Japanese text header: Reference No. = P02K0029; Date submitted: January 1, 2002; Page:

1/7]

<NAME OF DOCUMENT>

DRAWINGS

<FIG. 1>



[Japanese-language content appearing in above drawing:]

[Upper]

[*Left*]

10 Receiving server

[*Center*]

Instructions

5 Instructions

Electronic information

[*Right*]

Department i

Department ii

10 Department iii

Corporation B

Department i

Department ii

15 Department iii

Corporation A

[*Central*] Internet

[*Lower*]

[*Left to right*]

20 Market

Evaluations

Quality defects (complaints)

Evaluative information

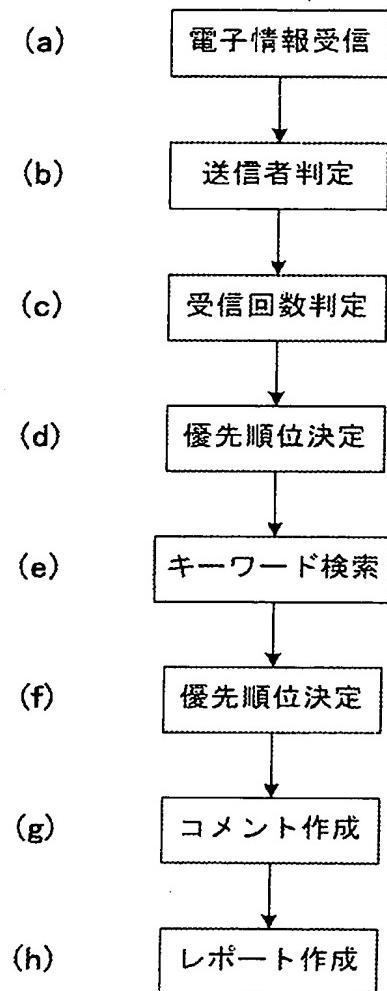
Product X

Product Y

Supply shortages

[Japanese text header: Reference No. = P02K0029; Date submitted: January 1, 2002; Page: 2/7]

<FIG. 2>



[Japanese-language content appearing in above drawing:]

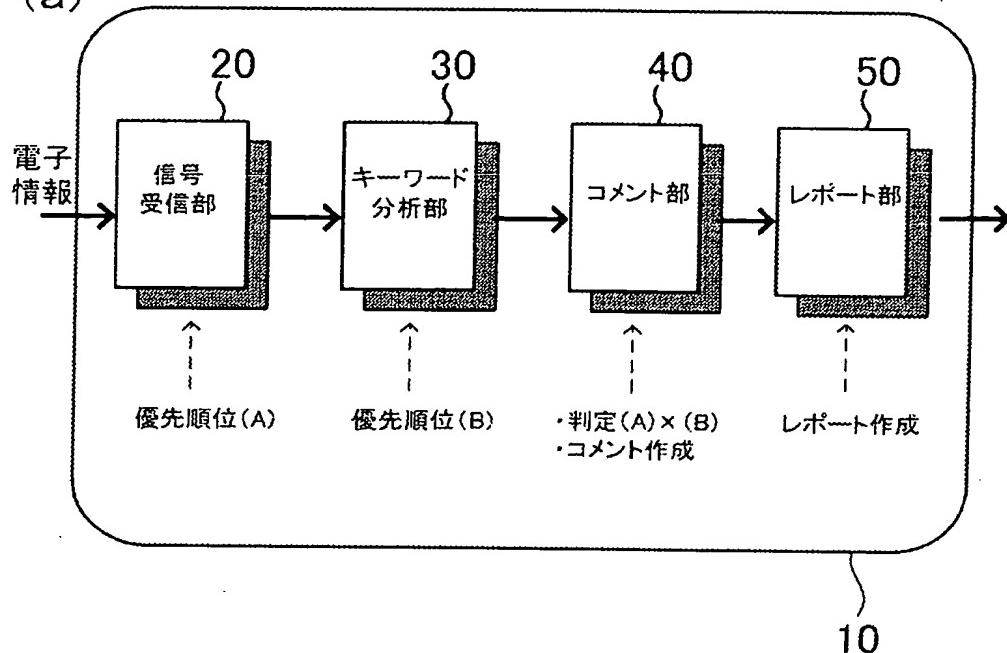
- (a) Receive electronic information
- (b) Determine sender
- (c) Determine number of received [transmissions]
- 5 (d) Decide priority ranking
- (e) Keyword search
- (f) Decide priority ranking
- (g) Create comment(s)
- (h) Create report(s)

[Japanese text header: Reference No. = P02K0029; Date submitted: January 1, 2002; Page:

3/7]

<FIG. 3>

(a)



(b)

項目 優先度	共通	個別1	個別2	...	個別N
P1(最優先)	a ₁ 火災 人身事故	a ₂ 家電から 家屋焼	a ₃ 大衆車	...	a _N ...
P2(優先)	b ₁ 公害 情報操作	b ₂ 妨害電波 騒音	b ₃	b _N ...
P3(通常)	c ₁ イメージ低下	c ₂ ...	c ₃	c _N ...
Pn(参考)	d ₁ ...	d ₂ ...	d ₃	d _N ...

[Japanese-language content appearing in above drawing:]

(a)

[Left to right]

5 Electronic information

20 Signal receiving component

Priority ranking (A)

30 Keyword analyzing component

Priority ranking (B)

10 40 Comment component

- Determine (A) x (B)

- Create comment(s)

50 Report component

Create report(s)

15

(b)

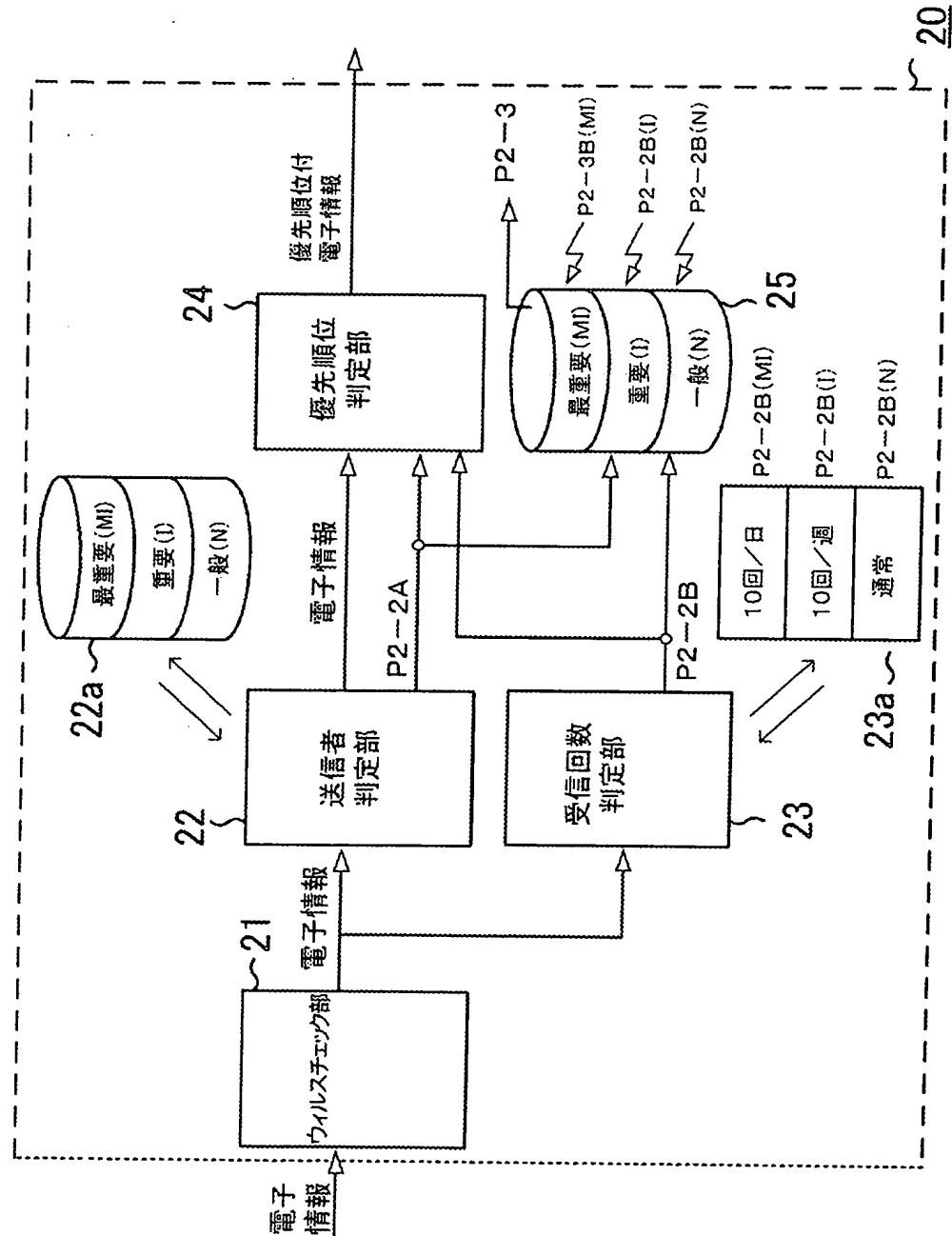
		Item				
		Shared	Individual 1	Individual 2		Individual N
Priority level	P1 (most preferred)	Fire Accident resulting in personal injury or death	House fire caused by household appliance	Popular car		

	P2 (preferred)	Environmental pollution Disinformation	Radiowave jamming Noise			
	P3 (normal)	Negative effect on public image				
	Pn (reference)					

[Japanese text header: Reference No. = P02K0029; Date submitted: January 1, 2002; Page:

4/7]

<FIG. 4>



[Japanese-language content appearing in above drawing:]

[To left of 21:] Electronic information

21 Virus checking component

[To right of 21:] Electronic information

5 22 Sender determining component

23 Number of received [transmissions] determining component

22a Most important (MI)

Important (I)

Ordinary (N)

10 [To right of 22:] Electronic information

23a 10 [transmissions]/day

10 [transmissions]/week

Ordinary

24 Priority ranking determining component

15 [To right of 24:] Priority-ranked electronic information

25 Most important (MI)

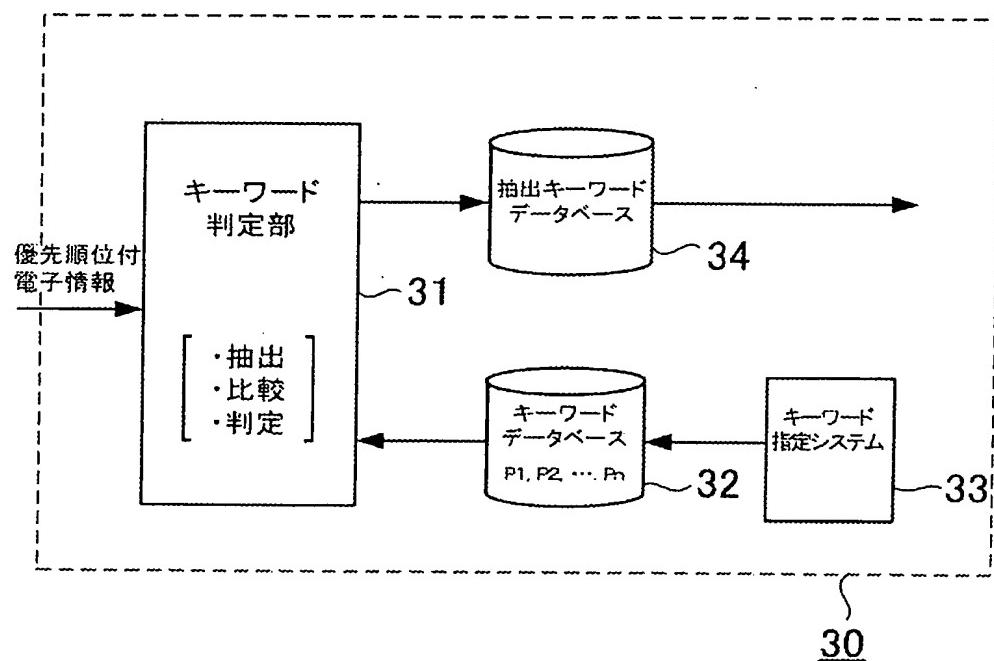
Important (I)

Ordinary (N)

[Japanese text header: Reference No. = P02K0029; Date submitted: January 1, 2002; Page:

5/7]

<FIG. 5>



[Japanese-language content appearing in above drawing:]

[To left of 31:] Priority-ranked electronic information

31 Keyword determining component

Extraction

5 Comparison

Determination

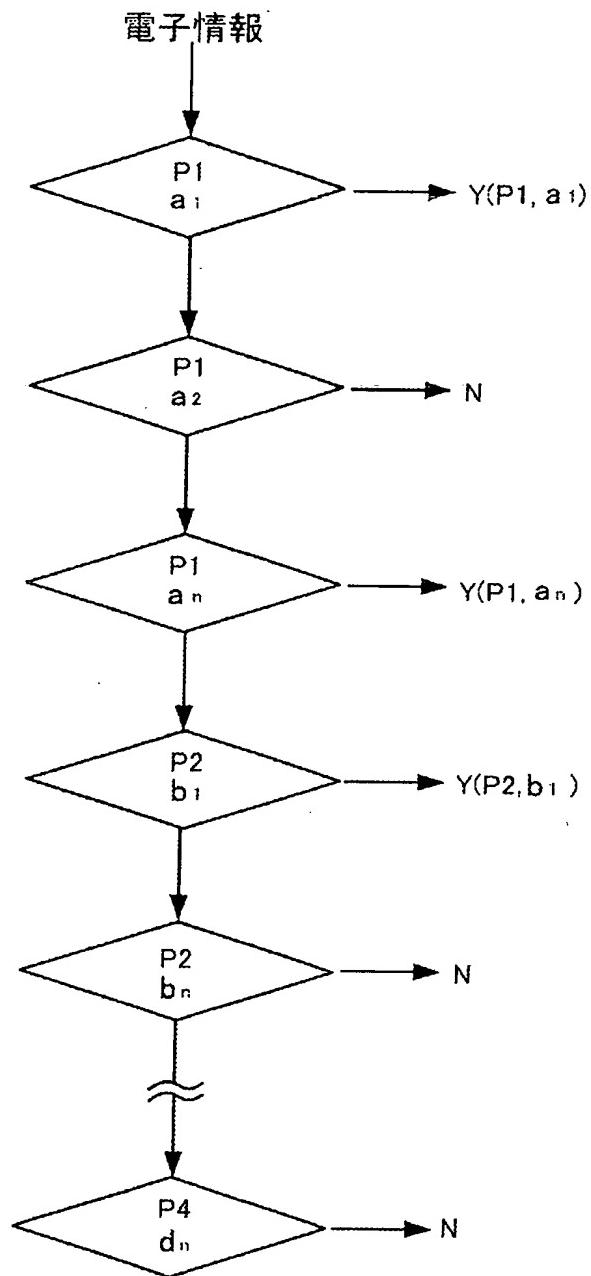
34 Extracted keyword database

32 Keyword database

33 Keyword designating system

[Japanese text header: Reference No. = P02K0029; Date submitted: January 1, 2002; Page: 6/7]

<FIG. 6>



[Japanese-language content appearing in above drawing:]

Electronic information

[Japanese text header: Reference No. = P02K0029; Date submitted: January 1, 2002; Page: 7/7]

<FIG. 7>

